
CPND

CPND Overview

Call Party Name Display (CPND) displays the source of an incoming call to the called station user. The CPND data is associated with a DN, and not with any particular station. If CPND data is assigned to a DN, it may be associated with multiple stations.

CPND Configuration is a module of the MAT application. It lets you create, maintain, manipulate, and report on single and multi-line CPND information. CPND Configuration data defines the setup for each customer's CPND configuration and CPND Name data defines the display parameters for DNs used by a particular customer. Station configuration data and CPND data are separate within Meridian 1 and are treated as separate files within MAT.

CPND data for a station is accessible through the Station Configuration module. The CPND button in the DN list of the Station module allows you to maintain CPND information directly from the DN list. This is particularly convenient if several DNs are to be linked back to the name for this station.

The CPND module is provided as a separate module to allow you to directly enter CPND data for DNs, Dial Intercom Groups, or DNIS IDC. The display of MAT CPND records shows the Synchronization Status and may be used to selectively synchronize these data with the Meridian 1 system.

CPND Data Considerations

You should be aware of the following considerations when using the CPND configuration function of Station Administration.

CPND Names vs. Station Names

The name defined for CPND need not necessarily be the same as that defined for a station end user on the face of the station graphic. The Station Configuration Name is only maintained in MAT and is not stored in the Meridian 1. The name stored by MAT is the CPND associated with a particular DN.

In most cases, the name on the station graphic is also the name associated with a DN of the station. MAT allows you to link the name on the graphic with one or more of the DNs on the station. To link the name on the graphic with a DN, fill in the location of the set in the “get name from location” field on the name dialog.

If the name data is linked in this manner, the first and last names in the name dialog will be filled in and grayed. The data can only be changed from the station graphic. In order to remove the linkage, remove the location from the “get name from location” field in the name dialog.

The CPND Name information is accessed in either the Station module (from a CPND function button in the DN list dialog) or the CPND module. All CPND data is synchronized with the Meridian 1 system using Overlay 95 (and not with the CPND prompt in Overlays 10 or 11 as in recent versions, Release 19, of the Meridian 1 system).

CPND Synchronization

CPND and Station synchronization are separate functions. They are only connected if CPND data is defined from the Station DN list, or if the CPND name is taken from the Name field of the Station Configuration.

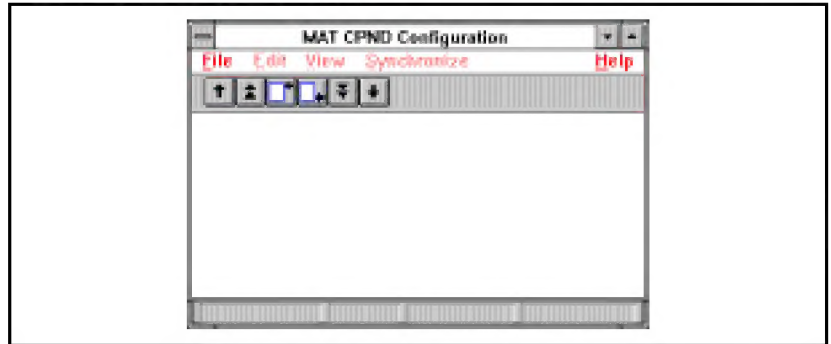
In some cases, MAT is aware of such a connection. If MAT is in Maintenance mode, the system automatically attempts to synchronize the new CPND information when the station is transmitted. In installation mode, you must synchronize CPND data separately from within the CPND module.

The CPND Module

The MAT CPND configuration module allows access to the CPND data for a single Meridian 1 site. When you start the CPND module, the window is first displayed with a blank working area and some of the menu functions dimmed. You must open a site to work with the CPND data associated with that site.

Figure 15 shows the MAT CPND Configuration window as first displayed (no site open):

Figure 15
CPND Configuration window



The window initially contains no data in the workspace and menus that are not yet available are shown dimmed. The MAT security system allows the system administrator to make functions available on a user-by-user basis. The menu bar contains the following drop-down menus:

- **File**
- **Edit**
- **View**
- **Synchronize**
- **Help**

CPND File Menu

The CPND File menu lets you access the CPND data of a site.

Open Site...

Accesses the CPND data of an existing site. A dialog will prompt you to select a site.

Close Site

Closes the CPND files of the current site.

Reports

Lets you design and generate reports based on existing CPND data.

Print...

Sends the currently displayed CPND list view (Configuration or Name) to a MAT viewer where you can browse and print the data.

Exit

Closes CPND and returns to the operating system. The CPND application automatically saves CPND updates/changes as they are made.

CPND Edit Menu

Use the Edit menu to manipulate data within an open site. The normal Windows edit actions (**Cut**, **Copy**, **Paste**, etc.) are described in the *MAT Common Services User Guide*. The MAT specific actions include:

Add/ Delete/ Update

Allows you to add/remove/modify CPND data for the currently open site. Only Add is enabled if there is no CPND data defined for the current site.

Global Update/Select/Select All

Allows you to update specified fields in a group of selected CPND data items.

CPND View Menu

Use the View menu to access one of the two different aspects of the CPND data for the site (Configuration and Name). The currently selected view is indicated by a check-mark against the menu selection and is displayed in the status bar of the main application window.

CPND Configuration

The CPND Configuration user area shows a list of all CPND blocks in this site. When you select an Edit function, the CPND Configuration for the selected customer is opened.

A customer's CPND configuration must be defined before you can define Names for the CPND function.

Name

Accesses the name display configuration for each station. Name is the default view displayed when a site is first opened. An Edit function operates on the selected Name data.

CPND Synchronize Menu

Use the Synchronize menu to schedule communications with the Meridian 1 system. It lets you set up reception or transmission of CPND data using the MAT system communications functions (there are two separate communications functions available within the CPND module—one for each view option—CPND Configuration and Name).

Retrieve

Lets you retrieve data selected from Meridian 1 into the MAT application. You can select CPND data by various criteria or all data at once.

Transmit

Lets you transmit or send selected CPND data in the MAT application to the Meridian 1.

Accessing CPND Data

To open a site:

- 1 Choose File—Open Site to display the Open an Existing Site dialog.
- 2 Select a site in the list of available sites.
- 3 Choose **OK** in the dialog.

The MAT CPND Configuration window allows you to configure CPND blocks. After CPNDs are configured, you can configure Name data for stations.

CPND Configuration View

With CPND Configuration selected from the View menu, the CPND Configuration window displays the list of CPND blocks configured for the site. The following information is displayed for each customer.

- Customer—The customer number as defined in the site configuration.
- Sync Status—See “CPND Name View” on page 46 for more detail.

The data in the window is part of the CPND Configuration data stored in MAT. The complete Configuration data for this site is available as described in the CPND Data Manipulation section of this document.

CPND Name View

With Name selected from the View menu, the CPND Configuration window shows a list of names defined in the open site. The following headings define the data for each station displayed:

- Customer—The customer number that uses this DN.
- Number—The DN using the CPND data.
- Name—The defined CPND name (not the name of a station user unless called for in the Location field).
- Location—The optional unique station Location for the CPND name source.

Sync Status—An indication of whether Meridian 1 data and the data in MAT are in synchronization. The following list defines the status for CPND data:

- **NEW**—CPND data defined in MAT that has never been uploaded to the Meridian 1.
- **TRN**—The CPND data is synchronized with Meridian 1.
- **CHG**—Data has been changed in MAT but the change has not been sent to the Meridian 1.
- **RPL**—Data defined in MAT to replace synchronized station data.
- **OUT**—Synchronized CPND data deleted from MAT but not yet removed from the Meridian 1.

The data in the window is part of the name display data stored in MAT. The complete name data is available as described in “CPND Data Manipulation” on page 47.

Recommended Usage

You cannot build CPND Name data until the CPND data block is defined. First you must configure (or retrieve from Meridian 1) the CPND data block for the selected customer.

When the customer's CPND data block is defined, you can create (or retrieve from Meridian 1) the CPND Names display information.

CPND Data Manipulation

You can use the Edit menu to manipulate the data associated with the selected CPND view. The selected item in the list view is highlighted. Select an item using a mouse click or use the up/down arrow keys to highlight the desired item. You can also double-click the desired item.

Choose **Edit - Delete** to remove the selected CPND configuration list item. Choose **Edit - Update** or **Edit - Add** to display a dialog that allows you to update the data fields for the selected view.

The two available list views for CPND data are:

- Customer Configuration list (CPND Configuration).
- Name display list (CPND Name)

The CPND Configuration list view contains only a few items—just one in many cases. This view lists the CPND blocks configured on this site. The Name view might have many items, probably more than will fit in the current window. This is the scrollable list of Names whose display parameters are defined for CPND.

Updating the Customer Configuration Data

With CPND Configuration selected in the View menu, you can use the Edit menu to manipulate the selected customer's CPND data. The selected CPND block is indicated by a highlight bar in the customer list window.

Choose **Edit - Update** to display the Call Party Name Display dialog:

Figure 16
 Call Party Name Display dialog

Call Party Name Display

Customer Number

0

CPND Configuration (CNFG)

Maximum Length of Name (MXLN)

17

Name Storage for Hospitality (STAL)

No

Default Length of Name (DFLN)

08

Include Designator for MADNs (DES)

Yes

Display Call Redirect Reason (RESN)

No

Reason: Call Forward All Calls (CFWD)

F

Reason: Call Forward No Answer (CFNA)

Reason: Hunt/Call Forward Busy (HUNT)

B

Reason: Call Pickup (PKUP)

P

Reason: Call Transfer (XFER)

T

Reason: Attendant Alt. Answer (AAA)

ROM1

OK

Cancel

Help

The items you can define for the Customer's configuration include:

Customer Number

A single-line text box with a drop-down list of customer numbers defined for the open site.

CPND Configuration (CNFG)

A single-line text box with a drop-down list of available configuration types.

Maximum Length of Name (MXLN)

A text box that accepts numeric data in the range 5 - 27. This is the maximum permitted name length for display.

Name Storage for Hospitality (STAL)

A text box with a drop-down choice of Yes or No.

Default Length of Name (DFLN)

A text box that accepts numeric data in the range 5 - 27. This is the maximum length of the name that can be accepted by the system (display is curtailed at this length).

Include Designator for MADNs (DES)

A text box with a drop-down choice of Yes or No.

Display Call Redirect Reason (RESN)

A text box with a drop-down choice of Yes or No.

The remaining fields are used if the RESN field is set to Yes. All fields are text boxes that accept up to 4 alphanumeric characters—MAT will capitalize your input.

Updating the Name Display Data

Choose **Edit - Update** in the CPND Configuration Name view window (or double-click the station item in the list) to display the CPND Name dialog for the selected station name.

Figure 17
CPND Name dialog

The data you can define for the CPND Name Display configuration includes:

Customer Number

A single-line drop-down text box with a list of the customer numbers defined for the open site. The text box contains the currently highlighted item in the list. For a new CPND Name configuration, the default customer number is zero. You must be sure to enter the required customer number.

Language

A single-line drop-down text box with a list of the languages you can use for the display. The text box contains the currently highlighted item in the list.

Entry Type

A selection field containing three radio buttons allowing you to select the type of entry to display for this station. Choices include:

- Directory Number
- Dial Intercom Group
- DNIS IDC

Number

A numeric field that accepts up to 9 digits that represents the DN for this station. You can double click this field to display the list of currently assigned numbers in the numbering plan for the open site. You can select the number for this CPND Name in the Station Module. See “Add Stations” on page 15.

IDC Number

If DNIS IDC is selected in the Entry Type field, this numeric field accepts up to 7 digits that represent the IDC number used for this station.

Name

A three-field box that defines the source of data for the name display. The source can be either the name associated with the station data in the Location field or the name entered in the First Name and Last Name boxes.

Note: The length of the Name data defined here is limited to the value in the Expected Name Length field (an error message prompts for a different name on attempted exit from this dialog). However, if the STAL value in the CPND Configuration for this customer is NO, the Name can be up to the length of the value in the MXLN field for the customer. The Expected Name Length is adjusted to the new longer name length when you click on **OK**.

First Name / Last Name

Text boxes that can contain the values required for the Name display. These are dimmed if the CPND Name was defined in either of the following two ways:

- from the CPND function of DN Assignment through the Station module
- from the Station configuration name, by using **Get name from location** in the CPND Name dialog

Name from Location

Use this box to define a station Location from which the CPND Name is to be obtained. You may choose to extract the name dialog for a particular DN from the name assigned to the set on the station graphic.

If there is an entry in this box, the Station name associated with that Location location is shown dimmed in the First Name/Last Name boxes. This CPND Name can only be changed in the Station Module.

Display Format

A single-line text box that lets you select the format for the name display. A drop-down list box lets you select either the first or last name for the actual display.

Expected Name Length

A numeric field that accepts data in the range 5 - 27. This data defines the amount of storage space needed for the CPND function at this station. MAT sets up this field value only for new CPND Name records, so the value is dimmed for existing Name data.

Note: For a new CPND Name configuration, the default length is zero. If STAL=NO, the value of this field is adjusted to the actual length of the Name entered, up to the value of the MXLN field, see “CPND” on page 41.